

Monitor

Unemployment Insurance News

TAKE CUTS IN LINE – During a transition period for the Bureau, it has launched a **Take Cuts In Line** public education campaign emphasizing its commitment to customer service. The campaign now focuses on a temporary statewide **Claims By Mail** service, launched Oct. 28, 2002, that allows jobless workers to **file claims through the mail**. **CBM applications are available at BW&UC branch offices, many Michigan Works! service centers and on the Bureau's Web site at www.michigan.gov/bwuc**. The campaign will later highlight services, as they become available, **allowing applications to be filed on line and by telephone**.

CLARK HEADS CIS – Noelle Clark in August was tapped by Gov. John Engler to head the **Michigan Department of Consumer & Industry Services (CIS)**. Clark was a delegate to the 1995 White House Conference on Small Business, serves on the National Board of Directors for the National Federation of Independent Business and is a member of the Michigan Workforce Investment Board. Kathy Wilbur left the director's job in July to become Central Michigan University's vice president for governmental relations and public affairs. CIS is BW&UC's parent agency.

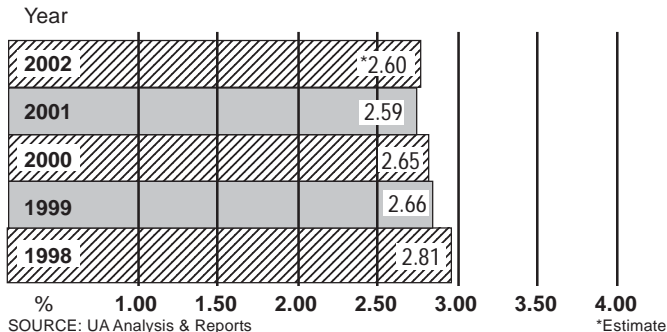
MARVIN 866 NUMBER GOES STATEWIDE – Michigan's interactive voice response system – MARVIN – has a new **toll-free number available statewide**. The number, **1-866-638-3993**, **saves many jobless workers from paying long-distance charges** when they call to certify that they are unemployed and meet program eligibility requirements.

EMPLOYER FILED CLAIMS EXPANDS – Following successful testing at their plants, **General Motors and Delphi** in November joined major Michigan companies now filing mass unemployment applications for their laid-off workers under the BW&UC's **Employer Filed Claims (EFC)** service. Already using EFC are Ford Motor Co., Visteon and DaimlerChrysler, which was the first to do a pilot in partnership with the UAW last July.

ELECTRONIC WAGE REPORTS HERE – Employers may now use the Bureau's Internet-based **"1017e" and Employer File Submission (EFS) service** to file their quarterly **Wage Detail Reports (UC 1017)**. The 1017e is geared to those who employ a small number of people and typically report on paper. The EFS feature was created with large, tape-filing employers in mind. The service's Account Manager feature gives employers flexibility and security. As of late October 2002, about **1,400 employers used the 1017e and 180 used the EFS service**, available at www.michigan.gov/bwuc.

JOBLESS SURVEY RESULTS FAVORABLE – The Bureau recently conducted a **survey of about 1,900 Michigan jobless workers** to measure customer satisfaction against the year 2000 survey. The latest results: **Customer satisfaction remains high**; 91 percent of those surveyed were satisfied with the **quality of Bureau service**, compared to 90 percent in 2000. Satisfaction with the timeliness of service rose almost two percentage points from 2000 to 2002. Also, as a result of wage record, 97 percent of the customers surveyed received their benefit notices within 21 days, up from 86 percent in 2000.

Michigan's Average Tax Rates 1998 thru 2002

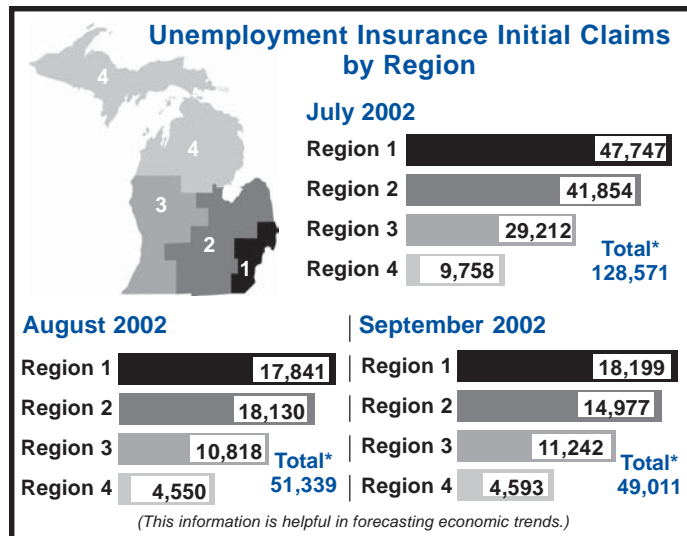


EXTENDED BENEFITS ON TABLE – Democrats and Republicans in Congress are proposing **economic stimulus packages** that would ensure **unemployed people facing a Dec. 28, 2002 cutoff would get their full 13 extra weeks of benefits** promised in legislation passed earlier this year. **High unemployment states would provide an additional 20 weeks of temporary extended benefits under the Democrat proposal**. The GOP package includes a small business tax deduction for new investment; Democrats reject further tax cuts.

POLICY INSTITUTE: EXTEND TEUC – Over the next couple of months about **3 million workers and their families will receive fewer weeks of federal unemployment benefits than needed** – or none at all – unless Congress extends and strengthens the **temporary program that provides extra weeks of benefits to workers** in need. This, according to a study from the Center on Budget and Policy Priorities. Congress created the **Temporary Emergency Unemployment Compensation (TEUC)** program as part of economic stimulus legislation in March 2002 to provide federally funded unemployment benefits to workers who have exhausted their regular, state-funded benefits. **TEUC ends Dec. 28, 2002**.

UI/ES REFORM UPDATE – Legislation has been introduced to adopt **unemployment insurance (UI) and employment security (ES) reforms** called for in the **President's New Balance proposal**. It would: **distribute \$7 billion in additional federal funds to state unemployment trust funds; shift control to the states to finance the service delivery and administration of UI-ES programs; give states new tools to improve UI-ES performance; and lay the groundwork to reform administrative funding**.

FAMILY EMPLOYMENT BENEFITS TO EXPAND? – A bill would remove state law's "family employment" provision that caps at seven weeks the jobless benefits people who earned wages in their base period of family employment may receive. Introduced in May, HB6169 also provides that **no weekly benefit off-set** would occur for those who continue to have some earnings from a **business owned by their spouses** if there is a **pending divorce**.



SOURCE: BW&UC Analysis & Reports



State of Michigan
Department of Consumer & Industry Services
Bureau of Workers' & Unemployment Compensation



Customer Hotlines
Employer: 1-800-638-3994 Claimant: 1-800-638-3995
Advocacy: 1-800-638-3994 Fraud: 1-800-822-1122
WOTC/W2W: 1-800-482-2959
Agency Web Site: www.michigan.gov/bwuc/

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